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July 27, 2005

HAND DELIVER

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, Massachusetts 02110

Re: Service Quality Standards - D.T.E. 04-116

Dear Secretary Cottrell:

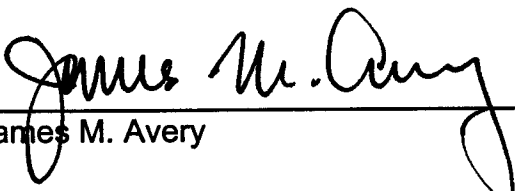
Enclosed please find a copy of the responses of The Berkshire Gas Company to the DTE-A Third Set of Information Requests of the Department of Telecommunications and Energy for filing in the above-referenced proceeding. These responses are also being submitted electronically.

Please call me if you require further assistance with respect to this matter.

Thank you for your consideration.

Very truly yours,

BROWN RUDNICK BERLACK ISRAELS LLP

By: 
James M. Avery

JMA/cdw
Enclosure

cc: Andrew O. Kaplan, Esq., General Counsel (w/enc via hand delivery)
Jody Stiefel, Esq., Hearing Officer (w/3 enc via hand delivery)
Karen L. Zink, President, COO and Treasurer (w/enc)
Richard E. Nasman, Director of Operations (w/enc)
Service List (w/enc)

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**Department of Telecommunications and Energy
Third Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
DTE 04-116**

Witness: Richard E. Nasman
Date: July 27, 2005

Question

DTE A 3-1: Please provide, for all gas and electric companies in the United States with a telephone answering performance measure, a description of the measure, the name of company, and the docket or other citation where the measure was adopted.

Response: The Company does not maintain information on national telephone answering standards. The Company sponsored a study that addressed a variety of service quality data and that was considered by the Department in D.T.E. 99-84.

**Department of Telecommunications and Energy
Third Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
DTE 04-116**

Witness: Richard E. Nasman
Date: July 27, 2005

Question

DTE A 3-2: Please discuss the feasibility of adopting a telephone answering performance measure described below:

- (a) Eighty percent of telephone calls answered within 30 seconds, as defined by a customer receiving and selecting between the option to receive automated information (e.g., account balance) and speaking with a customer service representative.
- (b) Eighty percent of telephone calls answered within 40 seconds, with the same parameters as in (a);
- (c) Eighty percent of telephone calls answered within 60 seconds, with the same parameters as in (a);
- (d) Seventy-five percent of telephone calls answered within 30 seconds, with the same parameters as in (a);
- (e) Seventy-five percent of telephone calls answered within 40 seconds, with the same parameters as in (a);
- (f) Seventy-five percent of telephone calls answered within 60 seconds, with the same parameters as in (a);
- (g) Seventy-five percent of telephone calls answered within 20 seconds, with the same parameters as in (a).

Response: The Company does not believe it is appropriate to adjust one feature of a PBR plan during the term of such plan. If the new telephone answering performance measures referenced were adopted, Berkshire Gas would need to incur additional costs or be subject to penalties. Berkshire made significant investment in telephone answering system equipment in 2001 to be able to comply with the established telephone answering criteria. Alternatively, if any of these changes to the telephone answering standard are implemented a corresponding adjustment for all related costs should be made as this sort of change may not be treated as an exogenous cost.